421864MO510 MOPSC Attachment C

# Certification of Officer as to Compliance with Applicable Service Quality Standards and Consumer Protection Rules

(010) Study Area Code 421864

(015) Study Area Name CHARITON VALLEY TEL

(020) Program Year 2017

(030) Contact Name Tina Jordan (035) Contact Telephone No 660-395-9682

(039) Contact Email Address tjordan@charitonvalley.com

## **CERTIFICATION**

Chariton Valley Telephone Corporation (Chariton Valley) operates in the state of Missouri. The Missouri PSC Service Quality Rules have been waived. However, Chariton Valley continues to operate under the same standards as set by the Missouri PSC in 4 CSR 240-28.060 Service Requirements. As added standards Chariton Valley has many months with no repeat troubles reported monthly, has 100% call back within 24 hours following an install or trouble addressing issues expeditiously, conducts customer satisfaction surveys on a quarterly basis, and has a Customer Service Representative quality call monitoring and mentoring. Chariton Valley also complies with Red Flag Rules, CPNI, and the Fair Credit Reporting Act, and seeks to protect our customer's privacy while providing them with high quality, state-of-the-art telecommunications products and services including voice and broadband. I certify that I am an officer of the reporting carrier; my responsibilities include ensuring compliance with the applicable service quality standards as well as the consumer protection rules; and, to the best of my knowledge, the carrier is in compliance with applicable service quality standards and consumer protection rules pursuant to 47 C.F. R. 54.313 and 54.422.

Signature of Authorized Officer
Printed Name of Authorized Officer

Title or position of Authorized Officer

S.C. Chderleg Date 6/23/2016
Kirby Underberg

General Manager

Date 6/23/20/6

## Certification of Officer as to Compliance with Functionality in Emergency Situations

(010) Study Area Code 421864

(015) Study Area Name CHARITON VALLEY TEL

(020) Program Year 2017

(030) Contact Name Tina Jordan (035) Contact Telephone No 660-395-9682

(039) Contact Email Address tjordan@charitonvalley.com

### **CERTIFICATION**

Chariton Valley Telephone Corporation (Chariton Valley) operates in the state of Missouri and adheres to the Provisions in 4 CSR 240 Chapter 34 Emergency Telephone Service Standards. Chariton Valley Telephone Corporation (Chariton Valley) has a reasonable amount of back-up power to ensure functionality without an external power source and is able to reroute traffic around damaged facilities. Chariton Valley is also capable of managing traffic spikes caused from emergency situations. I certify that I am an officer of the reporting carrier; my responsibilities include ensuring functionality in emergency situations; and, to the best of my knowledge, the carrier is in compliance with able to function in emergency situations pursuant to 47 C.F. R. 54.313 and 54.422.

Signature of Authorized Officer
Printed Name of Authorized Officer

Title or position of Authorized Officer

General Manager

## Certification of Officer as to Compliance with Voice Services Rate Comparability

(010) Study Area Code 421864

(015) Study Area Name CHARITON VALLEY TEL

(020) Program Year 2017

(030) Contact Name Tina Jordan (035) Contact Telephone No 660-395-9682

(039) Contact Email Address tjordan@charitonvalley.com

### **CERTIFICATION**

Chariton Valley Telephone Corporation (Chariton Valley) operates in the state of Missouri and has a \$16 Local Service Rate that applies to their entire study area. The state of Missouri has a \$.02 state universal charge making the total pricing of fixed voice service \$16.02, which is no more than two standard deviations above the applicable national average urban rate for voice services as published by the Wireline Competition Bureau April 5, 2016 (\$41.07.) I certify that I am an officer of the reporting carrier; my responsibilities include ensuring compliance with the voice services rate comparability; and, to the best of my knowledge, the carrier is in compliance with rules pursuant to 47 C.F. R. 54.313.

Signature of Authorized Officer
Printed Name of Authorized Officer

Title or position of Authorized Officer

Kirby Underberg

General Manager

## Certification of Officer as to Compliance with Broadband Comparability

(010) Study Area Code 421864

(015) Study Area Name CHARITON VALLEY TEL

(020) Program Year 2017

(030) Contact Name Tina Jordan (035) Contact Telephone No 660-395-9682

(039) Contact Email Address tjordan@charitonvalley.com

### **CERTIFICATION**

Chariton Valley Telephone Corporation (Chariton Valley) operates in the state of Missouri and offers a minimum 10 x 1 unlimited broadband to 94% of their entire service area. Rates of \$60 for DSL 10 x 4, and \$30 for Fiber to the Home 25 x 5, are below the relevant reasonable comparability benchmark as published by the Wireline Competition Bureau April 5, 2016 (\$75.20 and \$89.24 respectively.) I certify that I am an officer of the reporting carrier; my responsibilities include ensuring compliance with the broadband comparability; and, to the best of my knowledge, the carrier is in compliance with rules pursuant to 47 C.F. R. 54.313.

Signature of Authorized Officer

Printed Name of Authorized Officer

Title or position of Authorized Officer

Kirby Underberg Date 6/23/2016

General Manager

(Persons making willful false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. 502, 503(b), or fine or imprisonment under Title 18

of the United States Code, 18 U.S.C. 1001.)



# Chariton Valley Telephone Corporation Missouri Application for the Lifeline or Disabled Programs

Eligibility Criteria

Consumers meeting certain eligibility criteria are able to receive monthly discounts for voice telephony service through the Lifeline program or the Disabled program. Lifeline service offers a monthly discount of \$15.75. The Disabled program offers a \$6.50 monthly discount. To apply complete this form and also submit **proof of eligibility**.

	Lifeline Program		Disabled Program		
	MO HealthNet (f/k/a Medicaid) Supplemental Nutrition Assistance (Food Stamps) Supplemental Security Income Low-Income Home Energy Assistance (LIHEAP) Federal Public Housing Assistance (Section 8) National School Free Lunch Program Temporary Assistance for Needy Families (TANF)		Veteran Administration Disability Benefits State Blind Pension State Aid to Blind Persons State Supplemental Disability Assistance Federal Social Security Disability		
	(See next page for income threshold	requirements)			
Applicant's Full Name: Birth Date:		Birth Date:	Social Security # (last 4 digits):	DCN:*	
Name on Voice Service Account (If different from Applicant):			Customer Contact Telephone Nu	ımber:	
	er's Full Residential Service Address				
(no P.O. Boxes): Street:			Is this address a temporary address (circle the appropriate response)	ess? Yes/No	
City, Town, Zip:			(If "yes" then must verify address	every 90 days.)	
Is this a	address also my billing address? Ye	es No <i>(If "no"  </i>	olease provide billing address):		
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## I understand the following obligations and provisions about the Lifeline and Disabled programs:

- The Lifeline and Disabled programs are government benefit programs and that willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment or being barred from the program.
- Only one Lifeline or Disabled service is available per household.
- A household is defined, for purposes of the Lifeline program, as any individual or group of individuals who live together at the same address and share income and expenses.
- A household is not permitted to receive Lifeline or Disabled benefits from multiple providers or combine Lifeline and Disabled program benefits.
- Violation of the one-per-household limitation constitutes a violation of rules and will result in the subscriber's de-enrollment from the program.
- Lifeline and the Disabled program are non-transferable benefits and the subscriber may not transfer his or her benefit to any other person.

This number is assigned to program participants of MO HealthNet, LIHEAP, Food Stamps and TANF.



### I CERTIFY UNDER PENALTY OF PERJURY EACH OF THE FOLLOWING:

- I meet the eligibility criteria for the Lifeline program or the Disabled program.
- I will provide notification to my voice service provider within 30 days if for any reasons I no longer satisfy the criteria for receiving Lifeline or Disabled benefits including, as relevant, if I no longer meet the income-based or program-based criteria for receiving Lifeline or Disabled support, I receive more than one Lifeline or Disabled benefit, or another member of my household is receiving a Lifeline or Disabled benefit.
- If I move to a new address I will provide that new address to my voice service provider within 30 days.
- If I have a temporary residential address then I will be required to verify my address with my voice service provider every 90 days.
- My household will receive only one Lifeline or Disabled service and, to the best of my knowledge, my household is not already receiving a Lifeline or Disabled service.
- I acknowledge the obligation to re-certify my continued eligibility for Lifeline or Disabled benefits at any time and failure to re-certify my continued eligibility will result in de-enrollment and the termination of Lifeline or Disabled benefits.
- I consent to providing my name, telephone number and address to the Universal Service Administrative Company for the
  purpose of verifying I do not receive more than one Lifeline benefit. I also consent to sharing my account information with
  the Federal Communications Commission and Missouri Public Service Commission who oversee and administer the Lifeline
  or Disabled programs.

or Disabled programs.	
I certify I haveindividuals in my househo	d.
(Initial and complete only if qualifying under inc	ome threshold.)
The information supplied on this form is true and cor	rect.
I acknowledge providing false or fraudulent informati	on to receive Lifeline or Disabled benefits is punishable by law.
Signature of Customer	Date
Submit a completed signed form and proof of eligibility.	

Annual Income Thresholds for Meeting 135% of Federal Poverty Level (Based on Household Size)								
1	2	3	4	5	6	7	8	Each add'l person
\$15,890	\$21,506	\$27,122	\$32,738	\$38,354	\$43,970	\$49,586	\$55,202	+ \$5,616/person

Acceptable documentation for meeting the criteria of 135% of the federal poverty level includes: a copy of prior year's state or federal tax return; paycheck stub (three consecutive months); a statement of benefits for Social Security, Veterans Administration, retirement/pension or Unemployment/Workmen's Compensation; or other legal documents showing current income (e.g. divorce decree, child support award). Any documentation must cover a full year or three consecutive months within the previous twelve months.

Company Use Only: I hereby attest the applicant presented acceptable proof of eligibility:				
Print name of company official	Signature	Date		

**Low Income Telephone** 

**Benefit Program** 



# **Wireless Lifeline Plan**

- Standard phone usage with ability for customers to make and receive calls within the **Chariton Valley service area**.
- calling) in the Chariton Valley service area. Unlimited airtime (inbound and outbound
- Toll is restricted to within the Chariton Valley service area.
- Roaming is not allowed.
- \$9.25 Low Income Benefit applied to monthly invoice.
- Activation fee \$30.
- · 911 Calling is available in all areas where technology compatible service is availabl
- Taxes and fees apply.

# **Wireline Lifeline Plan**

- \$15.75 Low Income Benefit applied to monthly invoice.
- Local Service Charges apply.
- · 911 calling
- Toll Restricted
- · Long Distance available for an additional fee
- Service order and connection fees apply

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# 

# **Brookfield**

201 N. Main

# Macon

1206 N. Missouri

# Moberly

320 Hwy. 24 E.

# Salisbury 302 N. Weber

# Bucklin

606 Oak Street

# Agent Location Shelbina

201 Fairgrounds Rd Tim's Home Center



10.6.14 660-395-9000 • 800-769-8731 www.cvalley.net





# **Chariton Valley**

is your "Lifeline" to reliable phone service at a discounted price!



# What is Lifeline?

service per household, whether wireline or wireless. basic service. Lifeline is available on one telephone Lifeline assistance provides discounted monthly

# You are eligible if you participate in any of the Who is eligible for Lifeline assistance? following programs:

- MO Healthet (Medicaid)
- Food Stamps
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance or Section 8 Low Income Home Energy, Assistance Program
- Femporary Assistance for Needy Families (TANF) (LIHEAP)
- National School "Free Lunch" Program
  - 135% of Federal Poverty Level

# customers may be eligible for a \$3.50 m if you don't qualify for Lifeline Wireli benefit under the Disabled Program

- Veteran Administration Disability Benefits Program
  - State Blind Pension
- State Aid to Blind Persons
- Administered by the Family Support Division Federal State Supplemental Disabilty Assistance Payments
  - Federal Supplemental Security Income

You may not combine Lifeline and Disabled benefits.



Lifeline benefits are limited to one discount per household, either wireless or wireline, but not both. You must provide proof of eligibility before the service can be activated. Are there any restrictions?

# How do I apply for Lifeline benefits?

service locations, as well as at our website Applications are available at any of our customer www.cvalley.net under the telephone section.

# When does the discount end?

When you no longer receive benefits from any of the programs that made you eligible for the Lifeline Program.

# What do I do when my current situation

the changes to determine if you are still eligible. 660-395-9000 immediately and inform them of Notify your local customer service office or call

# Do I need to apply each year?

Yes, annual recertification is required to continue benefits. You will be notified when and how to



## Milestone Certification of Officer as to Compliance with Progress Report on 5 Year Plan

(010) Study Area Code 421864

(015) Study Area Name CHARITON VALLEY TEL

(020) Program Year 2017

(030) Contact Name Tina Jordan (035) Contact Telephone No 660-395-9682

(039) Contact Email Address tjordan@charitonvalley.com

### CERTIFICATION

Chariton Valley Telephone Corporation (Chariton Valley) is an ETC receiving support and has included a progress report on its 5 Year Plan in this filing. Chariton Valley has taken reasonable steps to provide, upon reasonable request, broadband service at actual speeds of 10 Mbps downstream/1 Mbps upstream, with latency suitable for real-time applications, including Voice over Internet Protocol, and usage capacity that is reasonably comparable to reasonably comparable offerings in urban areas. Requests for such service were met within a reasonable amount of time. I certify I am an officer of the reporting carrier; my responsibilities include ensuring compliance with the progress report filing; and, to the best of my knowledge, the carrier is in compliance with progress report on its five-year service quality plan pursuant to 47 C.F. R. 54.313.

Signature of Authorized Officer Printed Name of Authorized Officer

Title or position of Authorized Officer General Manage

Date 6 013/0016

### REDACTED - FOR PUBLIC INSPECTION 421864MO3017

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According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0572-0031. The time required to complete this information collection is estimated to average 4 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.

OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS	<i>а</i> г В	, , ,	-	
INSTRUCTIONS-Submit report to RUS within 30 days after close of the period.	P	PERIOD ENDING	BORROWER DESIGNATION	
For detailed instructions, see RUS Bulletin 1744-2. Report in whole dollars onl	y. I	December, 2015	MO0535	_
We hereby certify that the entries in this report are in accordance with the accounts and other records of the system to the best of our knowledge and belief.  ALL INSURANCE REQUIRED BY 7 CFR PART 1788, CHAPTER XVII, RUS, WAS IN FORCE DURING THE REPORTING PERIOD AND RENEWALS HAVE BEEN OBTAINED FOR ALL POLICIES.  DURING THE PERIOD COVERED BY THIS REPORT PURSUANT TO PART 1788 OF 7CFR CHAPTER XVII (Check one of the following)				
X All of the obligations under the RUS loan documents  have been fulfilled in all material respects.  There has been a default in the fulfillment of the obligations under the RUS loan documents. Said default(s) is/are specifically described in the Telecom Operating Report				
Kirby Underberg 5/	23/2016			
	DATE			_

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REDACTED - FOR PUBLIC INSPECTION 421864MO3017

**USDA-RUS** BORROWER DESIGNATION MO0535 **OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS** PERIOD ENDING December, 2015 INSTRUCTIONS- See RUS Bulletin 1744-2

USDA-RUS

# OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS

BORROWER DESIGNATION

MO0535

PERIOD ENDED

December, 2015

INSTRUCTIONS - See RUS Bulletin 1744-2

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USDA-RUS

# OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS

BORROWER DESIGNATION

MO0535

PERIOD ENDED

December, 2015

INSTRUCTIONS - See RUS Bulletin 1744-2

Part C. SUBSCRIBER (ACCESS LINE). ROUTE MILE. & HIGH SPEED DATA INFORMATION.

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## REDACTED - FOR PUBLIC INSPECTION 421864MO3017

USDA-RUS	BORROWER DESIGNATION
OPERATING REPORT FOR	MO0535
TELECOMMUNICATIONS BORROWERS	PERIOD ENDING
	December, 2015
INSTRUCTIONS- See RUS Bulletin 1744-2	

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USDA-RUS

## **OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS**

BORRO MO053	WER DESIGNATION
PERIO	DENDING
Decem	nber, 2015

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USDA-RUS

OPERATING REPORT FOR
TELECOMMUNICATIONS BORROWERS

INSTRUCTIONS – See help in the online application.

BORROWER DESIGNATION
M00535

PERIOD ENDED
December, 2015

## REDACTED - FOR PUBLIC INSPECTION 421864MO3017

USDA-RUS	BORROWER DESIGNATION
OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS	MO0535
INSTRUCTIONS - See RUS Bulletin 1744-2	PERIOD ENDED December, 2015
NOTES TO THE OPERATING REPORT F	OR TELECOMMUNICATIONS BORROWERS

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### REDACTED - FOR PUBLIC INSPECTION 421864MO3017

USDA-RUS	BORROWER DESIGNATION
OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS	MO0535
INSTRUCTIONS - See RUS Bulletin 1744-2	PERIOD ENDED December, 2015
CERTIFICATION LOAN DEFAULT NOTES TO THE OPERA	FING REPORT FOR TELECOMMUNICATIONS BORROWERS